Incident Response Planning

The 15 Minute Workgroup Tabletop Exercise

February 2015

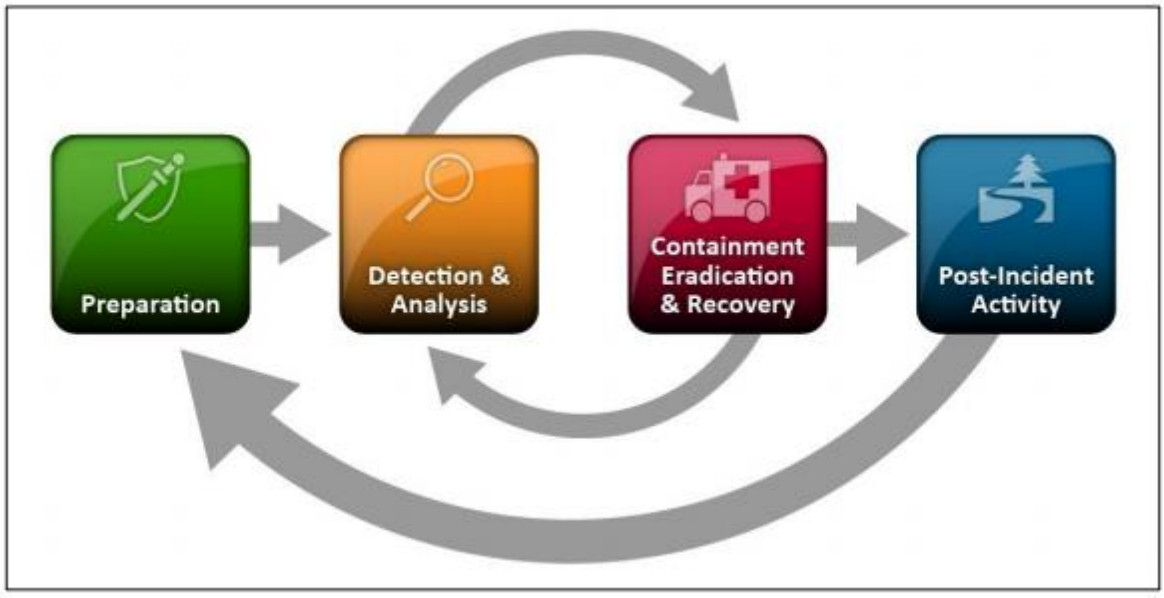
Provided for your use is a 15-minute tabletop exercise template for use in developing education and awareness at your agency. These exercises are brought to you by the CTS Security Operations Center (SOC), with a mission of providing centralized information sharing, monitoring, and analysis of Washington State security posture.

The goal of the tabletop exercise is to increase security situational awareness and to facilitate discussion of incident response in as simple a manner possible; targeting a time range of 15 minutes. The exercises provide an opportunity for management to present realistic scenarios to a workgroup for development of response processes.

How to best use the tabletop exercise:

1. Modify the tabletop scenario as needed to conform to your environment.
2. Engage management.
3. Present scenario to the workgroup.
4. Discuss the process to address the scenario.
5. Document the response and findings for future reference

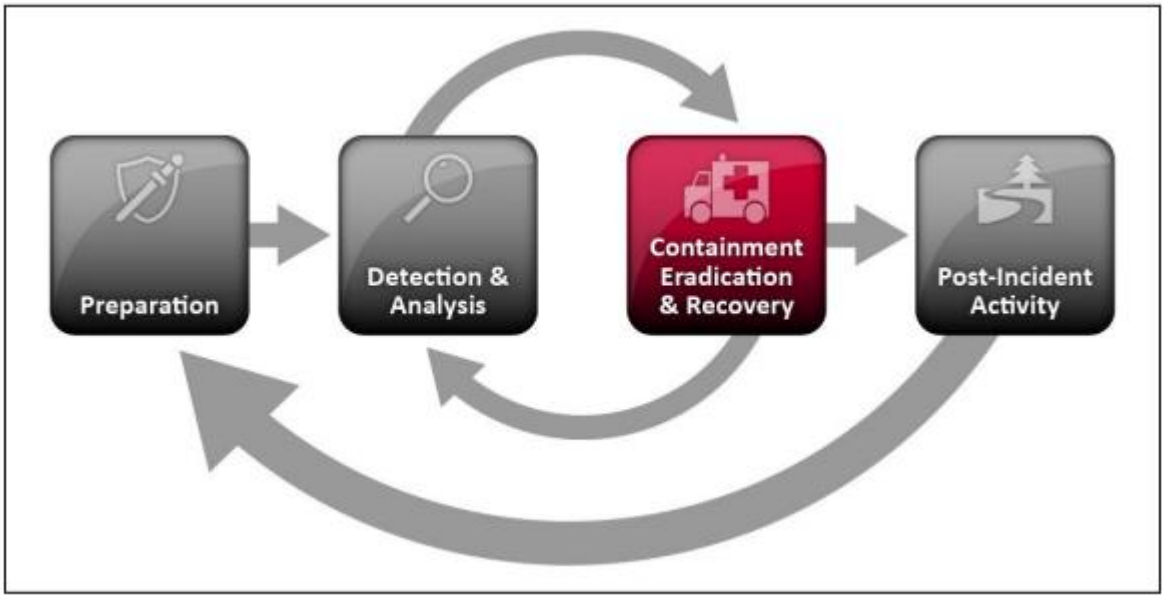
Note: A member of the CTS Security Operations Center will be happy to facilitate this exercise with a workgroup from your agency upon request to the CTS Service Desk at 360-753-2454.



EXERCISE SCENARIO

You have been notified through the media that there has been a major breach at your organization's healthcare insurance provider. According to the company, while no private health information (PHI) was impacted, attackers may have had access to sensitive personally identifiable information (SPII) of customers, including social security numbers. The healthcare insurance provider has not yet provided the notifications to individual customers and said they are in the process of assessing the breadth of the incident and will reach out via mail.

In the meanwhile, your HR department starts getting requests to make changes to direct deposits of payroll. Some employees start to complain that unauthorized payroll changes are being made.



ITEMS TO DISCUSS

- Do you reach out to your employees regarding the breach? If yes:
  - Which medium would you utilize?
  - Who would you want to receive the message?
  - What resources would you want to provide?
  - What would be three key points that you would want your employees to walk away with?

- Does your HR department have a good understanding of the type of information that may be compromised? Are social security numbers included?

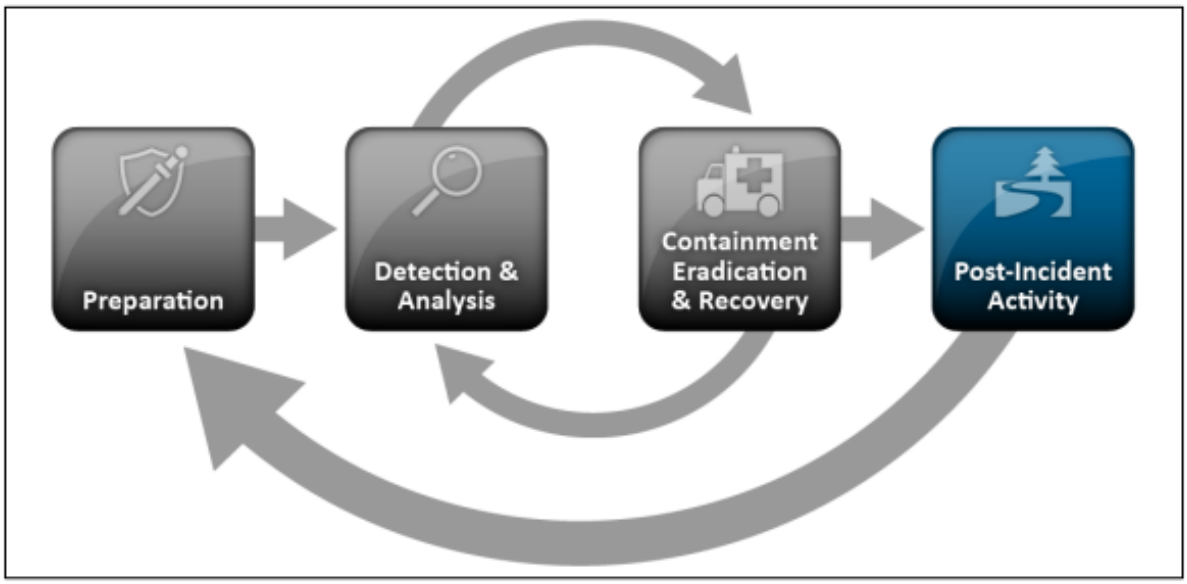
- What communication/training/awareness does the HR department have with HR staff regarding day to day procedures that involve use of any potentially compromised data?

- Do you have controls in place to validate employees' identities when making changes to employee records?

- Do you coordinate with the healthcare company? If so, how?

ITEMS TO REPORT

- Did communications flow as expected? If not, why?
- Were processes and procedures followed?
- Were there any surprises?
- How well did the exercise work for your organization?



CONTACT US

The CTS SOC forms a focal point for the efficient reporting, containment, and recovery of security incidents.

To report a cyber-incident, contact the CTS Service Desk at (360) 753-2454 / 1-888-241-7597.

For general questions, send us an email at soc@cts.wa.gov.

For more information, visit our site at: http://www.soc.wa.gov.

The CTS Security Operations Center (SOC) is an active member with the Multi-State Information Sharing and Analysis Center (MS-ISAC) which has been designated by the US Department of Homeland Security as the key resource for cyber threat prevention, protection, response and recovery for the nation's state, local, territorial and tribal (SLTT) governments. Through this relationship, the CTS SOC is able to leverage resources available from MS-ISAC of malware analysis, reverse engineering, log analysis, and forensics analysis in a cyber incident.

The mission of the CTS SOC is to provide centralized information sharing, monitoring, and analysis of Washington State security posture. The promotion of cyber security education and awareness to end users is critical to maintenance of a strong security posture of the Washington State network.

SECURITY OPERATIONS